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Powernet Mobile

Service Guide



Welcome

Thank you for choosing Powernet for your mobile service!

This guide will help you better understand your mobile phone's calling features.

For more details about your new mobile phone, please refer to the User Guide that came with your device. Let's get started!

Basic Voicemail

Basic Voicemail is included with standard price plans. Callers can leave messages anytime, which you can then retrieve using your mobile phone or any landline touchtone phone. By following the instructions below, setting up your voicemail is fast and easy!

Voicemail Setup

To set up your Voicemail for the first time:

1. Press ***VM (*86) + SEND** or dial your mobile phone number from any touchtone phone.
2. Press **#** to interrupt the system greeting. (If you don't hear a system greeting, simply move on to the next step.)
3. Follow voice prompts to create password, greetings and mailbox options.

Voicemail Retrieval

To access your Voicemail:

1. Press ***VM (*86) + SEND** or dial your mobile phone number from any touchtone phone.
2. Press **#** to interrupt the system greeting. (If you don't hear a system greeting, simply move on to the next step.)
3. Follow the voice prompts to enter the password, then press **#**.

Voicemail Basics*

When listening to messages, you may press:

1 = Play	4 = Replay**	5 = Hear time/date	6 = Forward**
7 = Erase	8 = Reply	9 = Save	# = Skip

* Not all Voicemail features are available in all areas.

** Prompts may vary or may not be available in all areas.

Convenient Features Included with Basic Voicemail:

- **Future Message Delivery:** Record a message for delivery at a later date. Press 2 (Send Messages) from the Main Menu and follow the prompts to record a message. Then choose the option to flag a message for delivery on a specified date and time.
- **Prompt Levels:** Choose normal or rapid prompting for message navigation.
- **Spanish Language Option:** Choose English or Spanish prompts. Press 4 (Personal Options) from the Main Menu, then press 2 (Administrative Options), then press 1 (General Options) and follow the prompts to select Language Options. (Options may vary in some areas.)

Important Voicemail Information

- Airtime, long distance, roaming charges and taxes apply when setting up Voicemail or retrieving messages from your mobile phone. Also, if your voicemail is not initialized within 45 days of feature activation, it will be canceled.
- ***86** should work anywhere you travel in the United States on the Powernet Network.
- If ***86** does not work, you are not on the Powernet Network. You can dial your 10-digit mobile number to access your Voicemail.

Note: When Call Forwarding or No Answer/Busy Transfer features are enabled, you will not be able to access Voicemail in some local areas or while roaming. If you are unable to access Voicemail, you should deactivate Call Forwarding or No Answer/Busy Transfer to regain access.

Call Forwarding

This feature provides you with the ability to forward your calls to another phone, including your home or office number. Your mobile phone will not ring until you deactivate this service.*

How to Use Call Forwarding

To Activate:

1. Press *72.
2. Enter the phone number where you want your calls to be forwarded (e.g., *72-908-123-4567).
3. Press **SEND** and wait for confirmation. You should hear a confirmation tone or message.
4. Press **END**.

To Deactivate:

1. Press *73.
2. Press **SEND** and wait for confirmation. You should hear a confirmation tone or message.
3. Press **END**.

No Answer/Busy Transfer

This feature allows your incoming calls to be answered by another phone whenever your mobile phone is busy or remains unanswered after 3-6 rings. With this option, your phone will ring unless you're on your phone when a second call comes in.*

How to Use No Answer/Busy Transfer

To Activate:

1. Press *71.
2. Enter the forwarding phone number where you want calls to be forwarded (e.g., *71-606-123-4567).
3. Press **SEND** and wait for confirmation. You should hear a confirmation tone.
4. Press **END**.

To Deactivate:

1. Press *73.
2. Press **SEND** and wait for confirmation. You should hear a confirmation tone.
3. Press **END**.

* Please note that airtime charges will apply to forwarded/transferred calls even if you send the call to landline telephones. When forwarding calls to phone numbers outside your local calling area, you'll be billed for any toll, long distance, and airtime charges incurred. Additional per-minute charges may also apply to all forwarded calls. This feature may not be available in some areas.

Caller ID

Caller ID displays the name and number of the person calling you on your mobile phone (for all unblocked numbers). It may also display the name of the person if the number is stored in your handset's memory.*

*Caller ID is not available on all calls, equipment, or in all areas. Please refer to your handset's user guide for more information.

Caller ID Blocking

Caller ID Blocking prevents your mobile phone number from being transmitted when a call is made from your mobile phone. Your mobile phone number can be blocked on a per-call basis or on a continuously basis, at no extra charge.*

How to Use Caller ID Blocking

To Activate on Per-Call Basis:

1. Press ***67** + phone number + **SEND**.

To Activate on Continuous Basis:

1. Please call us at 877.599.3087 to activate this feature. After established, you may disable the continuous Caller ID Blocking feature if you later decide to allow your mobile phone number to be transmitted on a per-call basis.

To Deactivate the Continuous Caller ID Blocking and Transmit Your Number on a Per-Call Basis:

1. Press ***82** + phone number + **SEND**.

*Unless you activate Caller ID Blocking, your phone number may be displayed when you call someone who uses Caller ID. You may not be able to block Caller ID while roaming in some markets or when calling certain toll-free numbers or 911.

Call Waiting

This feature lets you know when another caller is trying to reach you while you're on a call. You will hear a short tone. After hearing the Call Waiting tone, you have approximately 30 seconds to answer that call before the second caller hears a standard message or is forwarded to your Voicemail.*

How to Use Call Waiting

To Activate:

1. Press **SEND** to answer an incoming call. The first call will be placed on hold.
2. Press **SEND** again to alternate between calls.

To Deactivate:

1. To disconnect either call, simply have the caller hang up.
2. Press **END** to terminate both calls.

*With Call Waiting, charges are incurred for two calls if you answer the call. Airtime and other usual charges apply to both calls until you end one of the calls.

3-Way Calling

This feature allows you to conduct a three-way conversation on your mobile phone.*

How to Use 3-Way Calling

To Activate:

1. Enter the 10-digit phone number of the first person that you want to call and press **SEND**.
2. Enter the 10-digit phone number of the second person you want to be a part of the call and press **SEND**. This puts the first person on hold and connects the second person at the same time.
3. Press **SEND** to reconnect with the first person.
4. Now all three of you should be on the call at the same time.

To Deactivate:

1. If anyone but the original caller (you) hangs up, don't worry, you'll still be connected to the caller left on the phone.
2. However, since you are the original caller and you press **END**, then everyone will be disconnected.

*Airtime and other charges, which may include toll or long distance charges, apply for both calls until the initiator terminates the call. With 3-Way Calling, you may incur charges for two calls.

Contact Us

We hope that you will enjoy your new mobile phone and service! Should you have any additional questions or concerns, you may reach our Customer Service Center at **877.599.3087** or **solutions@powernetco.com**

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